

Dear Commissioners:

Don't prevent states from fixing my cell phone problems. I am writing to oppose CG Docket No. 04-208 and WT Docket No. 05-194, which will unjustly take away the authority of states to tackle problems with cell phone service, including abusive cancellation penalties. Worse, the proposal will put in place a weak set of cell phone company-endorsed rules that offer no improvements in service or enforcement.

It's time to adopt policies that force cell phone companies to improve the level of service they provide to consumers. I thought I would try a cell phone, so I went for the "go phone". I purchased it from an ad on the internet. It offered several plans and free minutes for calling others on AT&T or Cingular. I took the middle plan @ \$39.99 and billed from my checking account. My first bill was \$60.00 so I wanted to cancel it and waited until I did not need the service. When I called to cancel it they had already billed me for the second month @ \$60.00, I could not get them to take the charge off, and they told me to continue to use it until the end of the term. \$120.00 for 2 months for a \$39.99/mo plan!

Although CG Docket No. 04-208 purports to address consumer frustration with confusing cell phone bills, hidden fees and misleading advertising, the proposal does little for consumers. In the name of helping us, the agency is proposing to block states from passing their own pro-consumer laws. As bad, WT Docket No. 05-194 would bar state courts from enforcing state law when it comes to unfair and abusive cell phone contracts. That's going too far.

States are responding to consumer complaints. Don't stop them! And don't give in to adopting weak, industry-drafted rules in their place. The FCC should stand up to the cell phone industry, and respect states rights and strong consumer protections.

Sincerely,
Victoria Seeley